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Atty Docket No. 020366-069210

PTO FAX NO.: (703) 872-9306
ATTENTION: Examiner Roland G. Foster
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Group Art Unit 2645

OFFICIAL COMMUNICATION
FOR THE PERSONAL ATTENTION OF
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CERTIFICATION OF FACSIMILE TRANSMISSION

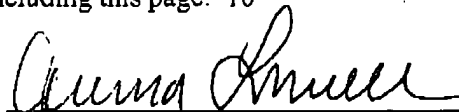
I hereby certify that the following document(s) in re Application of Benjamin E. Hansen, et al., Application No. 09/660,785, filed September 13, 2000 for METHOD AND SYSTEM FOR ONLINE CALL MANAGEMENT is being facsimile transmitted to the Patent and Trademark Office on the date shown below.

Document(s) Attached

1. Transmittal Form (1 page); and
2. Amendment (8 pages).

Number of pages being transmitted, including this page: 10

Dated: August 19, 2004



Aurora Lowell, Assistant to
Irvin E. Branch, Reg. No. 42,358

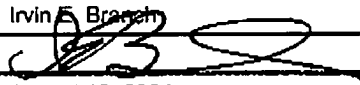
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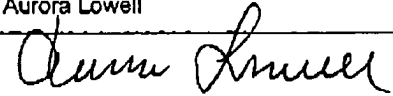
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PTO/SB/21 (04-04)

TRANSMITTAL FORM <i>(to be used for all correspondence after initial filing)</i>		Application Number	09/660,785
		Filing Date	September 13, 2000
		First Named Inventor	Hansen, Benjamin E.
		Art Unit	2645
		Examiner Name	Roland G. Foster
Total Number of Pages in This Submission	1	Attorney Docket Number	020366-069210

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation <input type="checkbox"/> Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____	<input type="checkbox"/> After Allowance Communication to Technology Center (TC) <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Other Enclosure(s) (please identify below):
Remarks: The Commissioner is authorized to charge any additional fees to Deposit Account 20-1430.		
SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT		
Firm or Individual name	Townsend and Townsend and Crew LLP	
	Irvin F. Branch	Reg. No. 42,358
Signature		
Date	August 19, 2004	

CERTIFICATE OF TRANSMISSION/MAILING		
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Typed or printed name	Aurora Lowell	
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By: Aurora Lowell

Aurora Lowell

PATENT
Attorney Docket No.: 020366-069210

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Benjamin E. Hansen, et al.

Application No.: 09/660,785

Filed: September 13, 2000

For: METHOD AND SYSTEM FOR
ONLINE CALL MANAGEMENT

Customer No.: 20350

Confirmation No. 7918

Examiner: Roland G. Foster

Technology Center/Art Unit: 2645

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed May 19, 2004, please enter the following
amendments and remarks:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this
paper.

Remarks/Arguments begin on page 7 of this paper.